

## **PRV – Call Center Check Research Request**

### **Purpose:**

When a provider contacts the call center stating a specific check has not been accounted for, the Customer Service Representative (CSR) will submit a “Check Request Form” form via OnBase Work view. The designated staff will follow-up with the provider in regards to the check in question.

### **Identification of Roles:**

Quality Assurance Coordinator (QA), Lead, Trainer, Supervisor, Management

### **Performance Standards:**

80% service level, abandon rate, calls answered, calls received, average queue time (AQT).  
Resolution within 5 Business Days.

### **Path of Business Procedure:**

#### **Step 1: Incoming call or written correspondence**

- a. If incoming call, follow provider verification process

#### **Step 2: Sign into OnBase (Workflow)**

- a. Click File
- b. Click New
- c. Click Forms
- d. Click PRVCHECK RESEARCH , and create

#### **Step 3: Fill out Check Research Form and submit**

- a. Fill out provider number or National Provider Identifier (NPI)
- b. Provider first and last name
- c. Contact name and phone number
- d. Check amount, check date, and check number
- e. Address information
- f. Verify address is correct in the Medicaid Management information System (MMIS) with provider

#### **Step 4: Receptionist will research check and contact provider**

**Forms/Reports:**

Check Request Form

**RFP References:**

6.4.2.3.b

**Interfaces:**

MMIS

OnBase

Providers

**Attachments:**

Process Map

**Attachment**  
**Process Map**

